



**Repair and standard exchange  
program for endoscopes**

## Delmont imaging After Sales Service.

Delmont Imaging's endoscopes are precision optical instruments that have been manufactured and tested to the highest quality standards. They contain complex components that have been specifically developed and assembled with precision. The endoscope is a very important element in your imaging system. Any changes to this complex system can lead to a deterioration of the image quality.

Therefore, to maintain this quality, it is strongly advised in case of damages, to carry out repairs through our after-sales service. We dedicate the same care to our repair as to the manufacture of our products. Each endoscope sent for repair is completely dismantled, thoroughly cleaned and tested to the smallest detail. If the optical components are defective, they are replaced exclusively with original parts and adjusted according to the original specifications.

Third-party repairs inevitably involve a loss of quality because only the manufacturer retains the technological expertise and holds the original parts for the repair of its products. The consequences of a faulty repair are various:

- The deterioration of the image which can have a negative impact on the clinical act itself.
- Hygiene standards that can no longer be respected.
- Longevity and less durability of the endoscope involving more frequent repairs.



Finally, trusting our after-sales service is:

- The guarantee to obtain the original quality of the endoscope.
- Parts used in accordance with the original specifications.
- Repaired endoscope safety identical to that of a new one.
- A feature that remains fully guaranteed.
- Optimized image quality.
- Bio-compatible materials.
- Excellent resistance to autoclaving after repair.
- CE certified processes.
- An endoscope validated with the same quality control process than a new endoscope, including the validation of the reprocessing.

## Repair.

Upon receipt of your endoscope, an assessment is made to determine the severity of the damage. In the event that the endoscope is severely damaged, a standard exchange will be proposed. The repair of the endoscopes includes all or part of the following actions:

- Cleaning of the optical components and the external tube.
- Polishing of light fibers.
- Polishing of the external tube and the body of the optics.
- Replacing the distal window at the end of the optical tube or the ocular part.
- Replacing the lens.
- Replacing of optical components (lenses).
- Assembly and complete adjustment of the optical system.

## Repair packages

The repair package is **649 € HT** for all our endoscopes.

*The shipping costs are the responsibility of the customer if the product is not guaranteed. The deadlines are 12 days after reception of the endoscope in our premises. Your endoscope repaired by us is guaranteed 6 months.*

## Standard exchange.

The standard exchange allows you to obtain a new Delmont Imaging endoscope in exchange for your old damaged endoscope. Only endoscopes from Delmont Imaging are concerned by the exchange.

The exchange cannot be applied if:

- The endoscope has been repaired by a third party.
- The endoscope was opened.
- The endoscope is twisted at more than 30°.
- The endoscope is crushed or burnt.

## Standard exchange rates

The standard exchange rate is **1 050 € HT** for all our endoscopes.

*The cost of transport is the responsibility of the customer. The defective endoscope will be removed by the carrier at the time of delivery of the new endoscope. The delivery time is 48 hours upon receipt of the order. Your new endoscope is guaranteed 12 months.*

## NOTES

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**Contact:**  
Delmont imaging - Zone Athélia V  
390, Avenue du Mistral - 13600 La Ciotat - France  
Tel : +33 (0) 9 51 51 30 30  
Fax : +33 (0) 9 57 51 31 00  
[contact@delmont-imaging.com](mailto:contact@delmont-imaging.com)  
[www.delmont-imaging.com](http://www.delmont-imaging.com)

